**JOB DESCRIPTION**

**Position Title:** Program Manager – Respite Homes & Clinical Supports

**Program/Location:** Developmental Services/30 Bennett St, Carleton Place, ON

**Reports to:** Developmental Services, Senior Manager

**Role Summary**The Program Manager is responsible for managing multiple programs. This role involves planning, people management, program development and monitoring, financial oversight, stakeholder engagement, and ensuring that program goals align with the organization's mission and objectives. The Program Manager will work closely with staff, volunteers, and external partners to deliver high-quality services and achieve program outcomes. All employees at ConnectWell are expected to embody the organization's values and perform the duties per the competencies required for this position.

The Program Manager – Respite Homes & Clinical Supports provides oversight to Respite Home operations and associated clinical activities.

**POSITION REQUIREMENTS**

1. **Education**

* Bachelor's degree in a relevant field.
* Advanced degree (s) will be considered an asset.

1. **Professional Experience**

* A minimum of 5 years of work experience in a related field.
* A minimum of 2 years of leadership experience.
* A combination of education and experience will be considered.

1. **Key Competencies**

* Strong understanding of program development, implementation, monitoring, and evaluation principles and practices.
* Excellent project management skills, with the ability to prioritize tasks, meet deadlines, and manage multiple projects simultaneously.
* Exceptional interpersonal and communication skills, with the ability to effectively engage and collaborate with diverse stakeholders.
* Lead with compassion and empathy.
* Proven ability to problem solve and make well-informed decisions.
* Continuous improvement and innovative mindset.
* Knowledge of relevant legal and regulatory requirements governing non-profit organizations and program activities.
* Proficiency in data analysis and reporting, with experience using relevant software and tools.

1. **Work Conditions**

* Extended periods of sitting
* Operation of desktop computer and peripherals
* Work in a busy multi-person office environment, required interaction with staff, stakeholders, etc.
* Possible overtime

**POSITION RESPONSIBILITIES**

1. **Program Management:**

* Oversee the planning, implementation, and evaluation of multiple programs.
* Ensure that programs operate within the approved budget and comply with organizational policies.
* Develop and implement strategies to achieve program goals and objectives.

1. **People Management:**

* Recruit, train, supervise, and evaluate program staff and volunteers.
* Foster a collaborative and supportive team environment.
* Provide ongoing professional development opportunities for staff.
* Inspire and motivate team members towards the One ConnectWell vision.
* Education and monitoring of adherence to human resources policies and procedures.

1. **Strategic Planning:**

* Participate in the development and implementation of the organization's strategic plan.
* Identify and pursue opportunities for program growth and improvement.
* Conduct needs assessments and program evaluations to inform strategic planning.

1. **Financial Management:**

* Assist in the development of program budgets and monitor expenditures.
* Ensure that financial resources are used effectively and efficiently.
* Prepare and submit grant applications and reports as required.

1. **Partnership and Stakeholder Engagement:**

* Develop and maintain relationships with community partners, funders, and other stakeholders.
* Represent the organization at community events, meetings, and other forums.
* Collaborate with external organizations to enhance program delivery and outcomes.

1. **Program Development:**

* Design and develop new programs in response to community needs.
* Ensure that programs are evidence-based and aligned with best practices.
* Implement program changes based on feedback and evaluation results.

1. **Monitoring and Evaluation:**

* Develop and implement systems for tracking program performance and outcomes.
* Prepare and present program reports to the Board of Directors.
* Use data to drive decision-making and continuous improvement.

**Standard ConnectWell Employee Responsibilities**

As an employee of ConnectWell, this position is responsible for the following:

**Administrative**

* Preserves confidentiality of all client and employee information and seeks to minimize risk while working with data
* Submits records of time worked and time off in a timely manner
* Maintains and develops professional competence, and where applicable, a professional license to practice, through appropriate continuing education methods (e.g. peer interaction, literature review, conferences, courses, staff development leave, etc.)
* Complies and adheres to all applicable ConnectWell policies and procedures

**Organizational Responsibilities**

* Respects and values the diversity of the community and individuals
* Supports the organization’s student placement programs
* Contributes to the organization’s work by participation in activities that seek to strengthen collaborative and interdisciplinary teamwork, such as committees and working groups, strategic planning and accreditation
* Contributes to the organization’s practices of hiring, orienting and training of employees
* Participates actively in team meetings
* Consults with and provides support to team members and other ConnectWell employees regarding professional issues
* Participates in the development of policies and procedures by providing feedback in the organization’s policy development process
* Works in a manner that incorporates health promotion and recognizes the determinants of health
* Participates in team and individual professional development opportunities

**Occupational Health & Safety**

This position must also work within the scope of all legislative and ConnectWell Health and Safety policies. In this capacity, the employee:

* Works in a manner that promotes a safe, secure environment, and is compliant with the Duties of Workers under the Ontario Occupational Health & Safety Act (Section 28)
* Must read and follow all ConnectWell Occupational Health & Safety policies
* Works safely in consideration of the following job hazards: noise, workplace violence
* Participates in Occupational health & Safety training as required:
* AODA
* WHMIS
* Employee Safety Training
* Other (as required)

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

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Employee Signature Date

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Supervisor Signature Date